



# IMMIGRATION Canada

## Refugee Sponsorship Application

## Joint Assistance Sponsorship



### Table of Contents

- Contact Information . . . . . 2
- Overview . . . . . 3
- Joint Assistance Sponsorship (JAS) . . . . . 4
- Matching a Sponsoring Group with a Refugee(s) . . . . . 5
- Completing the Forms . . . . . 6
- Submitting Your Application . . . . . 10
- What Happens Next? . . . . . 11

### Appendices:

- A - Citizenship and Immigration Centres
- B - Start-Up Costs
- C - Resettlement Assistance Program (RAP) Service Provider Organizations

### Forms:

- Request for a Joint Assistance Sponsorship Refugee Profile (IMM 5504)
- Undertaking/Application (IMM 1324)
- Sponsor Assessment (IMM 5492)
- Settlement Plan (IMM 5494)
- Use of a Representative (IMM 5476)
- Document Checklist (IMM 5495)

This application is made available free by Citizenship and Immigration Canada and is not to be sold to applicants.

**Cette trousse est également disponible en français**

## Contact Information

### Web site

For more information on the programs offered by Citizenship and Immigration Canada, visit our Web site at [www.cic.gc.ca](http://www.cic.gc.ca). For some types of applications you can inform us of a change of address and find out what is happening with your application through [on-line services](#) on the Web site.

### Within Canada

If you are in Canada, you can also phone our **Call Centre**. An automated telephone service is available seven days a week, 24 hours a day and is easy to use if you have a touch-tone phone. You can listen to pre-recorded information on many programs, order application forms, and for some types of applications the automated service can even update you on the status of your case.

When you call, have a pen and paper ready to record the information you need. Listen carefully to the instructions and press the number for the selection you want. At any time during your call, you may press \* (the star key) to repeat a message, **9** to return to the main menu, **0** to speak to an agent, or **8** to end your call. If you have a rotary phone, wait for an agent to answer you.

If you need to speak to an agent, you must call Monday to Friday between 8 a.m. and 4 p.m. local time.

---

**From anywhere in Canada, call**

**1-888-242-2100 (toll-free)**

---

### Using a text telephone?

Call our TTY service from Monday to Friday between 8 a.m. and 4 p.m. local time at: **1-888-576-8502** (toll-free).

### Outside Canada

If you are outside Canada, you can contact a Canadian embassy, high commission or consulate. Consult our [Web site](#) for addresses, phone numbers and Web site addresses of our visa offices.



**This is not a legal document.** For legal information, refer to the *Immigration and Refugee Protection Act and Regulations* or the *Citizenship Act and Regulations*, as applicable.

**This publication is available in alternative formats upon request.**

# Overview

---

This application kit contains the forms and information necessary for Sponsorship Agreement Holders (SAH) and their Constituent Groups to sponsor under the **Joint Assistance Sponsorship (JAS)** Program.

This application kit does not provide general information about private sponsorship of refugees. For more details, including definitions, roles and responsibilities, refer to *The Guide to the Private Sponsorship of Refugees Program*. The guide may be viewed in the Media and Publications section of our [Web site](#).

A Sponsorship Agreement Holder is an incorporated organization that has signed a sponsorship agreement with the Minister of Citizenship and Immigration. A SAH can authorize Constituent Groups to sponsor under its agreement and provide support to the refugee(s). Each SAH sets its own criteria for recognizing Constituent Groups (which will be referred to as the sponsoring group in the remainder of this application kit). The sponsoring group must be in the community where the refugee(s) is/are destined.

Before submitting a sponsorship application, Constituent Groups **must** obtain a *Letter of Approval* from their SAH indicating that they have been given the authority to submit a sponsorship under their agreement and that their Settlement Plan has been reviewed and approved by the SAH.

**Note: For residents of Quebec:** This application kit does not apply to the province of Quebec. Contact our Call Centre to speak with an agent for more information.

## Before You Apply

- Read **all** of the instructions carefully before you begin to complete the application forms.
- Gather all of the necessary documents. They are listed in the [Document Checklist](#).
- Photocopy the blank forms and use one as a working copy. Keep the working copy for your records. You may make extra photocopies of the blank forms for use when submitting future sponsorships.
- Fill in the forms carefully and completely. Print clearly, with a black pen.
- Sign and date your forms.

# Joint Assistance Sponsorship (JAS)

---

JAS refers to a joint undertaking by the sponsoring group and Citizenship and Immigration Canada to sponsor a refugee(s) requiring special assistance and whose admissibility depends upon the additional support of a sponsor.

In order to resettle successfully, these refugees may require more than a 12-month sponsorship. Consequently, a JAS is valid for up to 24 months. In exceptional cases, the visa office may request an extended sponsorship period of up to 36 months. In these cases, the sponsor must agree before the case is processed.

**Note:** It is the visa office that identifies which cases require a JAS. The sponsoring groups do not designate JAS cases.

Under the JAS Program, Citizenship and Immigration Canada provides financial assistance to cover the cost of food, shelter, clothing and essential household goods and settlement support through funded community agencies. The sponsor's role is to provide orientation, significant settlement assistance and emotional support.

Refugees sponsored under the JAS program are identified as having special needs that will likely result in a longer or more difficult period of integration.

These special needs include:

- a large number of family members;
- trauma resulting from violence or torture;
- medical disabilities; and
- the effects of systemic discrimination.

**Note:** Officers have neither the training nor the time in the brief interview with the refugee(s) to detect repressed or emotional problems across cultures.

JAS refugees will be matched to communities where their needs would most likely be met. Information considered before matching includes but is not limited to: specialized services available and/or special requirements of one or more family members, location of any family members in Canada, location of same or similar ethnic communities in Canada, size of family, employment and language skills.

JAS refugees will not be matched to communities that cannot provide required settlement services (such as programs or services to address the needs of refugees who are victims of torture, persecution, etc.). There must be a Resettlement Assistance Program (RAP) Centre available in the community to provide financial and basic orientation.

The local Citizenship and Immigration Centre (CIC) is responsible for deciding whether to approve the match of a sponsoring group with a special needs case. Thus it is the officer who decides whether a match is “successful” or not. Sponsoring groups are advised to demonstrate that they have sufficient expertise or experience to accommodate the refugee’s special needs and that their community offers settlement services that are well-suited to the particular needs of the refugee applicant.

**Note:** Under the *Charter of Rights and Freedoms* a refugee has the right to live and move anywhere in Canada. Sometimes a refugee(s) may choose to leave the community where the sponsor resides. In rare cases, the refugee(s) may not arrive in the community to which they were destined.

# Matching a Sponsoring Group with a Refugee(s)

---

The process noted below is the process that is followed when matching a sponsoring group with a refugee(s). The Matching Centre in Ottawa assembles and co-ordinates **an inventory of refugees who require a Joint Assistance Sponsorship**. These refugees have already been interviewed by a visa officer and are determined to be eligible for resettlement in Canada. The Matching Centre posts their profiles on a secure Web site accessible only to Sponsorship Agreement Holders (SAHs) and local CICs in order to facilitate the matching process.

## Using the secure Web site

- SAHs may check the secure Web site for a suitable profile and may provide the downloaded profile(s) to their sponsoring groups for consideration (where applicable).
- If after reviewing the profile, the group is interested in sponsoring a particular case, the next step is for the sponsoring group to request a more detailed profile from the local CIC.
- The sponsoring group will make its final decision based on a review of the detailed profile. They must inform their local CIC as soon as possible whether they are committed to sponsoring the particular case so that other groups may have the opportunity to review the unmatched case.
- The final step is to complete the JAS sponsorship undertaking (IMM 1324), attach the detailed refugee profile to the application and submit all necessary documents to their local CIC.

## Using the Matching Centre

- If no suitable profile is found on the Web site or if a sponsoring group does not access the Web site, the completed *Request for a Joint Assistance Refugee Profile* (IMM 5504) should be submitted to the local CIC who will forward the request to the Matching Centre to keep in their inventory until a match can be made. The *Request for a Joint Assistance Refugee Profile* contains information on the sponsoring group's community and on the type of refugee case the group wishes to sponsor.
- The Matching Centre assembles and co-ordinates an **inventory of sponsoring groups** requesting a refugee profile and attempts to match the sponsoring groups with a refugee(s).
- Refugees will be matched to communities where their needs are most likely to be met. Information considered before matching includes but is not limited to: location of any family members in Canada, location of same or similar ethnic communities in Canada, size of family, employment and language skills of the refugee(s).
- When the Matching Centre **is able to make a successful match**, they will refer the detailed profile to the local CIC who will refer the profile to the SAH for discussion with the sponsoring group (where applicable).
- The SAH and sponsoring group should review the detailed profile together (where applicable) and notify their local CIC as soon as possible whether they are committed to sponsoring the particular case so that other groups may have the opportunity to review the unmatched case.

- The final stage is for the sponsoring group to complete the JAS sponsorship undertaking (IMM 1324), attach the detailed refugee profile to the application and submit all necessary documents to their local CIC.

## Matching Process - General

- Only **one** sponsoring group may review a particular detailed profile at a time, so the group is encouraged to arrive at a decision as soon as possible so that other sponsoring groups may have an opportunity to consider the unmatched case.
- Profiles must be matched with a sponsoring group within **six months** or they will be referred back to the visa office for referral to another country for resettlement.
- Delays in obtaining medical or security results or difficulties making travel arrangements can delay the arrival of the refugee(s).
- On average, refugee(s) under the JAS program will arrive in Canada within twelve weeks from the date the sponsorship is approved by CIC.

# Completing the Forms

---

The following instructions will help you fill in the forms included in this application kit. Most questions are clear; instructions are provided only when necessary. Attach a separate sheet of paper if you need more space and indicate the letter or number of the question you are answering.

## ***Request for a Joint Assistance Sponsorship Refugee Profile (IMM 5504)***

Complete this form if your group would like to receive a refugee profile(s). If you are a Constituent Group, consult with your Sponsorship Agreement Holder before you request a profile of a refugee(s).

### **A – Type of Family/Individual You Wish to Sponsor**

In this section your group can indicate limitations you have regarding family size, composition, and country of origin of the refugee(s) you can settle. Indicate the reasons for your limitations or preferences (e.g. Spanish-speaking because your group has a number of people who can act as interpreters).

The Matching Centre will do its best to match refugees using the information provided by your group. Be aware that the more flexible your group is regarding the refugee(s) you can settle, the more quickly a potential profile can be sent to you.

### **B – Information on Sponsoring Group**

Share relevant background information (personal and professional) about your group that will facilitate the matching process. Helpful information would include any experience or skills group members have with special needs.

## **C – Information on Your Community**

Provide information about the receiving community. This information is essential in finding refugee applicant(s) who will adapt quickly and successfully to life in the community.

## ***Undertaking/Application for a Joint Assistance Sponsorship (JAS) - Sponsorship Agreement Holder and Constituent Groups (IMM 1324)***

Complete this form after your group has received and reviewed the profile of a refugee(s) and is committed to sponsoring that refugee(s).

### **A – Sponsorship Agreement Holder**

Print the name of the organization that has signed a Sponsorship Agreement with the Minister of Citizenship and Immigration and the name of the Sponsorship Agreement Holder representative.

**Constituent Groups must provide information on their SAHs.**

### **B – Constituent Group (if applicable)**

Print the name of the sponsoring group that will be supporting the refugee applicant(s). The sponsoring group must be in the community where the refugee applicant(s) is/are destined. Also, print the name of the person authorized to represent the sponsoring group, sign this Undertaking, and act as the contact person.

### **C – Refugee(s) Being Sponsored**

Print the names, and the dates of birth of the refugee family with whom you have been matched. This information is supplied in the refugee profile. Attach the Refugee Profile that you received.

#### **Non-accompanying family members**

Sponsoring groups may wish to confirm with their local CIC whether the principal applicant listed any non-accompanying family members on their application for permanent residence (IMM 0008) since the sponsorship undertaking also extends to non-accompanying family members who are eligible under the terms of the “one-year window of opportunity”.

The “one-year window of opportunity” is a provision that facilitates the reunification of non-accompanying family members with family who have been resettled in Canada. To be eligible, it is necessary that non-accompanying family members were included on the principal applicant’s application for permanent residence (IMM 0008) and that they make an application for permanent residence at a visa office within one year of the principal applicant’s arrival in Canada. For more information on the “one-year window of opportunity”, consult *The Guide to the Private Sponsorship of Refugees Program*.

### **D – Complete Mailing Address of Refugee(s) or Refugee’s Contact Information**

Your local Citizenship and Immigration Centre may be able to provide you with contact information so that you can become acquainted with the refugee(s) you are sponsoring before their arrival in Canada.

### **E – Identification of Special Needs**

Based on the information and identification of any special needs provided in the refugee profile, indicate how your group and community can assist the refugee(s) with these particular needs.

## **F – Obligations**

Read this section carefully as it outlines the obligation of the sponsor. All Joint Assistance Sponsorships are for a period up to 24 months. In exceptional cases, the visa office may request an extended sponsorship period of up to 36 months. In these cases, the sponsor must agree before the case is processed.

## **G – Declaration by the Sponsor**

Each party to the sponsorship must sign and date the application. By signing here, the sponsoring group declares that they understand and commit to upholding the terms outlined on the undertaking.

## **H – Relatives of Refugee(s) Living in Canada (To be completed by CIC)**

The local CIC should complete this section based on the information given in the refugee profile. An officer will ask the refugee(s) if they have any relatives or friends in Canada. A refugee(s) is encouraged to provide this information so that a sponsoring group can be located where the refugee(s)' friends or relatives are located.

## **I – Special Needs (To be completed by CIC)**

The refugee profile will indicate which category of special needs the refugee(s) fall under. Using this information the local CIC should check off the relevant category.

## ***Sponsor Assessment (IMM 5492)***

You may photocopy the [Sponsor Assessment](#) form (IMM 5492). This form must be completed by:

- all sponsors who sign the undertaking.

All persons who intend to sponsor refugees must meet the sponsor eligibility criteria established by the *Immigration and Refugee Protection Regulations*. Each party to the sponsorship (those who sign the undertaking) must complete the *Sponsor Assessment* to confirm their eligibility. Individuals who are deemed ineligible to sponsor will have their applications returned to them. If you wish to clarify your response to a certain question, provide details on a separate sheet.

Individuals may wish to submit their *Sponsor Assessment* in a sealed envelope to ensure confidentiality. Be advised that the local CIC reserves the right to require official documentation to support any aspect of your *Sponsor Assessment*.

## ***Settlement Plan - Joint Assistance Sponsorship Form (IMM 5494)***

The Settlement Plan is a planning tool for sponsoring groups to formulate how they intend to deliver the various aspects of settlement assistance needed to help the refugee applicant(s) establish successfully in Canada. Where practicable, the planned arrangements should be in place before the refugee arrives.

In those instances where refugee applicants intend to live together in Canada as a family unit but are named on separate Undertakings only one Settlement Plan encompassing the entire household is required. It must, however, reflect the resettlement needs of each individual being sponsored.

### **Submission of Settlement Plan**

Sponsorship Agreement Holders must complete a *Settlement Plan* for each JAS undertaking they sign but are not required to submit the form to the local Citizenship and Immigration Centre (note exception below). Constituent Groups must also complete a *Settlement Plan* for each JAS undertaking they sign and must submit it to their Sponsorship Agreement Holder. The SAH assesses the overall application and, when

satisfied, issues a letter of approval authorizing the group to sponsor under their agreement. Both the SAH and the Constituent Group are required to retain a copy of the Settlement Plan in their files.

**Exception:** Sponsorship Agreement Holders (and their respective Constituent Groups) that signed an agreement with the Minister less than two years ago are required to submit the *Settlement Plan* to the local Citizenship and Immigration Centre as part of the sponsorship application.

## C – Settlement Needs - Details

Answer each question in a detailed yet concise manner.

### ***Use of a Representative (IMM 5476)***

**Complete this form if you are appointing an immigration representative.**

An **immigration representative** is someone who is **not** a member of your sponsoring group but who has your group's permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC). When you appoint a representative, you also authorize CIC to share information from your file to this person.

You are not obliged to hire a representative. We treat everyone equally, whether they use the services of a representative or not. If you choose to hire a representative, your application will not be given special attention nor can you expect faster processing or a more favourable outcome.

The representative you appoint is authorized to represent your sponsoring group only on matters related to the application you submit with this form. You can appoint only **one** representative for each application you submit.

**There are two types of immigration representatives:**

#### **Unpaid representatives**

- friends and family members who do not charge a fee for their advice and services
- organizations that do not charge a fee for providing immigration advice or assistance (such as a non-governmental or religious organization)
- consultants, lawyers and Québec notaries who do not, and will not, charge a fee to represent you

#### **Paid representatives**

If you want us to conduct business with a representative who is, or will be charging a fee to represent you, he or she must be authorized. Authorized representatives are:

- immigration consultants who are members in good standing of the Canadian Society of Immigration Consultants (CSIC)
- lawyers who are members in good standing of a Canadian provincial or territorial law society and students-at-law under their supervision
- notaries who are members in good standing of the *Chambre des notaires du Québec* and students-at-law under their supervision

If you appoint a **paid** representative who is not a member of one of these designated bodies, your application will be returned. For more information on using a representative, visit our [Web site](#).

## **Section B.**

### **5. Your representative's full name**

If your representative is a member of CSIC, a law society or the *Chambre des notaires du Québec*, print his or her name as it appears on the organization's membership list.

## 8. Your representative's declaration

Your representative must sign to accept responsibility for conducting business on behalf of the sponsoring group.

### Release of information to other individuals

To authorize CIC to release information from your case file to someone who is **not** a member of your sponsoring group and is **not** a representative, you will need to complete form *Authority to Release Personal Information to a Designated Individual* (IMM 5475) which is available on our Web site at [www.cic.gc.ca/english/applications/release-info](http://www.cic.gc.ca/english/applications/release-info).

The person you designate will be able to obtain information on your file, such as the status of your application. However, he or she will **not** be able to conduct business on your behalf with CIC.

**You must notify us if your representative's contact information changes or if you cancel the appointment of a representative.**

## Document Checklist (IMM 5495)

### Joint Assistance Sponsorships - Sponsorship Agreement Holder/Constituent Group

The [Document Checklist](#) helps ensure that you have attached the required documents to your application. Should you wish to attach any other pertinent information to the application, indicate these documents by adding them to the checklist. If any information is missing, your application will be returned to you. Enclose the *Document Checklist* with your application.

# Submitting Your Application

---

Mail your application to a Citizenship and Immigration Centre (CIC) listed in [Appendix A](#). Choose the CIC closest to the community where the refugee applicants are expected to settle in Canada.

**Print “Joint Assistance Sponsorship” above the address of the CIC and provide your complete return mailing address.**

# What Happens Next?

---

Upon receipt of a completed and signed JAS sponsorship application, your group can expect:

- a letter from the local CIC advising if the JAS sponsorship application is approved or refused. This letter will be sent to you within 30 working days of CIC receiving the sponsorship application. If the processing of your application has not been finalized within those 30 days, you will receive a letter with the estimated processing time. If the sponsorship application has been approved, the group will receive a letter that includes:
  - a CIC file number and a CIC contact name and fax number
  - a *Notice of Arrival* advising when the refugee(s) will arrive in Canada.
- the sponsorship may be monitored after the refugee arrives. This might be an in-person meeting, a survey or a phone call.

You must advise us of any change of address or telephone number by contacting your local CIC. If there are other changes to the information provided after you have mailed your application, advise your local CIC and your SAH (where applicable).

## Checking application status

Once we have notified you that your sponsorship application has been received, you can find out the current status of your application by logging on to our Web site at [www.cic.gc.ca](http://www.cic.gc.ca) and selecting On-Line Services – e-Client Application Status. The Web site will only provide information on the status of your application and will not provide all of the details of your case.

**You may also use this on-line service to check on the status of the refugee applicant's application by entering his or her information. Before you do this, you must have the refugee applicant's consent.**

## Protecting your application information

**We protect your information.** It is only available to our employees who need to see it in order to provide services to you. It is protected from unauthorized access electronically by security software and procedures.

Your application status can only be obtained with your family name, date of birth, country of birth and one of these numbers:

- CIC client number
- CIC file number
- CIC Record of Landing (form IMM 1000) or Confirmation of Permanent Residence (form IMM 5292) number
- Permanent resident card number

We will not disclose any information to anyone else without your written consent. If you give consent or provide the information above to others, they will be able to obtain the status of your application. We will not be able to determine when, for what purpose, how often, or to whom information may have been disclosed.

**You can protect your information** by not telling anyone your personal information and by keeping documents with this information in a safe place. Also when you view the status of your application on-line, you should apply the same precautions that you would use for your other personal Internet transactions.

For more information on the protection of your data, read the security page and the Frequently Asked Questions page found at [www.cic.gc.ca](http://www.cic.gc.ca) – On-Line Services – e-Client Application Status.

## **Removing on-line information**

You can remove on-line information by logging on to [www.cic.gc.ca](http://www.cic.gc.ca) and selecting On-Line Services – e-Client Application Status. Follow the instructions to access your application status information. Then select the check box to remove your application status from the Internet. If you reside in Canada you can also call our Call Centre and ask an agent to do this for you. If you are outside Canada, contact the Canadian embassy, high commission or consulate responsible for your region.

# Appendix A

## Citizenship and Immigration Centres

---

### ATLANTIC

**Charlottetown**

134 Kent Street, Suite 410  
National Bank Tower  
Charlottetown, PEI C1A 8R8  
Fax: (902) 566-8355

**Fredericton**

495 Prospect Avenue  
Fredericton, NB E3B 9M4  
Fax: (506) 452-3392

**Halifax**

1741 Brunswick Street, Suite B110  
Halifax, N.S. B3J 3X8  
Fax: (902) 426-4241

**Moncton**

860 Main Street, 6th Floor  
Moncton, N.B. E1C 1G2  
Fax: (506) 851-2240

**St. John's**

North Atlantic Building, 2nd floor  
31 Pippy Place  
P.O. Box 13667, Station "A"  
St. John's, NL A1B 4G1  
Fax: (709) 722-2929

**Saint John**

189 Prince William Street  
Saint John, N.B. E2L 2B9  
Fax: (506) 636-5073

### ONTARIO

**Hamilton**

55 Bay Street North - First Floor  
Hamilton, Ontario L8R 3P7  
Fax: (905) 572-2626

**Kingston**

86 Clarence Street  
Kingston, Ontario K7L 1X3  
Fax: (613) 545-8574

**London**

417 Exeter Road  
London, Ontario N6E 2Z3  
Fax: (519) 691-8175

**Niagara Falls**

6080 McLeod Rd.  
Niagara Falls, Ontario L2G 7G4  
Fax: (905) 354-4497

**Orillia**

78 West Street S.  
Orillia, Ontario L3V 5G4  
Fax: (705)326-6078

**Oshawa**

78 Richmond Street W., 2nd Floor  
Oshawa, Ontario L1G 1E1  
Fax: (905) 721-5025

**Ottawa**

200 Catherine Street, Ground Floor  
Ottawa, Ontario K2P 2K9  
Fax: (613) 995-1304

**Sudbury**

19 Lisgar St., Suite 305  
Federal Building  
Sudbury, Ontario P3E 3L4  
Fax: (705) 671-0749

**Thunder Bay**

Suite 109-221 Archibald St. North  
Thunder Bay, Ontario P7C 3Y3  
Fax: (807) 624-2151

**Toronto Central**

25 St. Clair Ave. E., Suite 200  
Toronto, Ontario M4T 1M2  
Fax: (416) 954-6579

**Waterloo/ Wellington**

29 Duke St. East  
Kitchener, Ontario N2H 1A2  
Fax: (519) 571-6819

**Windsor**

1250 Walker Road  
Windsor, Ontario N8Y 4T4  
Fax: (519) 985-4761

### PRAIRIE/NORTHERN TERRITORIES

**Calgary**

170 - 220 4th Avenue S.E.  
Calgary, AB T2G 2X3  
Fax: (403) 292-4172

**Edmonton**

Suite 240, Canada Place  
9700 Jasper Avenue  
Edmonton, AB T5J 4C3  
Fax: (780)495-6739

**Lethbridge**

706 - 4th Ave. S.  
P.O. Box 2050  
Lethbridge, AB T1J 4K6  
Fax: (403) 382-3163

**Regina**

1871 Hamilton Street  
Regina, Sask S4P 2B9  
Fax: (306) 780-8745

**Saskatoon**

660 - 410 22nd Street E  
Saskatoon, SK S7K 5T6  
Fax: (306) 975-4525

**Winnipeg**

400 - 25 Forks Market Road  
Winnipeg, Manitoba R3C 0S9  
Fax: (204) 983-3176

**BRITISH COLUMBIA/YUKON**

**Kelowna**

202- 1635 Abbott Street  
Kelowna, BC V1Y 1B2  
Fax: (250) 470-4877

**Vancouver**

1148 Hornby Street  
Vancouver, BC V6Z 2C3  
Fax: (604) 666-6582

**Victoria**

Room 377, 816 Government Street  
Victoria, BC V8W 1W9  
Fax: (250) 363-3669

**Prince George**

250 – 177 Victoria Street  
Prince George, BC V2L 5R8  
Fax: (250) 561-5502

# Appendix B

## Start-Up Costs

---

This appendix provides information on start-up costs that Citizenship and Immigration Canada provides to government-assisted refugees, including those sponsored under the Joint Assistance Sponsorship Program. This information differs from province to province and should be used as a guide only.

For government-assisted refugees, start-up cheques are normally provided to the client within a few days of arrival in the community of final destination. These cheques include non-repayable allowances for clothing, household effects, linens, staples and telephone installation. In addition, the initial start-up cheque usually includes "assistance loan" amounts, if applicable, for the last month's rent or damage deposit and for telephone and utility security deposits. The start-up cheque also includes one month of living allowances, which includes food, incidentals, rent and a transportation allowance.

### Start-up costs with established maximums:

#### **Clothing:**

In some cities, money is issued in the start-up cheque to allow the refugee to purchase their own clothing. A one-time basic clothing allowance is provided at the rate of:

- \$225 per adult
- \$150 for each additional family member

In addition winter outerwear is provided at the rate of:

- \$150 per adult
- \$100 per family member

#### **Basic Household Needs Allowance:**

Suggested items include: beds, table and chairs, bed linens, basic window coverings and common household products such as kitchen utensils, pots, pans, brooms and mops.

The maximum allowance rates apply:

- Per single without family members \$950
- Per single plus one family member \$1,500
- Per single plus two family members \$2,075
- Per couple without accompanying family members \$1,625
- Per couple plus accompanying family members \$1,915
- For each additional family member \$350

#### **Staple Allowance:**

This is a one-time allowance provided to offset the purchase of basic food and cleaning supplies to start up a household and it includes items such as flour, sugar, rice, spices and condiments, detergent, cleansers, etc. The rates are as follows:

- \$100 for the first person in each household
- \$75 for each additional family member to a maximum of \$400

**Telephone Installation:**

A one-time allowance established in accordance with provincial social assistance rates to connect one telephone per family unit may be approved. Other telephone costs are the client's responsibility and must be covered by the basic food and incidental rate.

**Assistance Loan:**

The initial start-up cheque could include an assistance loan for the security deposit or last month's rent, for telephone deposit and for a deposit to the utility company where required. If two or more singles are sharing the same dwelling, they may want to share one telephone in order to share the deposit costs.

**Children Under 6 Years:**

Refugees who arrive with children under the age of 6 years as of the date of arrival or who have a baby within their first year in Canada may be issued an additional \$50 per month on top of their normal food and incidental rate. This money is intended to cover the cost of diapers, laundry, formula and other infant needs.

**Maternity Allowance:**

On receipt of a physician's letter confirming pregnancy, a one time \$150 additional clothing allowance and \$37 per month allowance to assist with special dietary needs may be approved. This allowance may be issued for a maximum of six months within the sponsorship period or until the birth of a baby, whichever comes first.

**Newborn Allowance:**

About one month prior to the expected due date, the client may be issued \$500 to purchase clothing, furniture, etc. for the baby. This allowance can be issued if the due-date (provided in writing from a physician) is not more than 21 days after the last date of the sponsorship period.

**School Start-Up Allowance:**

This allowance of \$150 for children between 4-18 years of age is paid to help defray costs for school supplies, activity fees, gym clothing, etc. It is normally issued on a one-time basis and should be included in the entitlement payment for the month of August or later during the school year. However, some families may require this amount twice if the entitlement period covers two school years.

**Special Diet Allowance:**

This allowance is paid to individuals who provide a letter from a physician. The maximum allowable is \$100 per month above the normal food and incidental rate.

# Appendix C

## RAP Service Provider Organizations

---

### ATLANTIC

**PEI Association of Newcomers to Canada**

179 Queen Street, Box 2846  
Charlottetown, PEI  
C1A 8C4  
Ph: (902) 628-6009

**Multicultural Association of Fredericton**

123 York Street, Suite 201  
Fredericton, NB E3B 3N6  
Ph: (506) 457-4038 or 452-0650

**Metropolitan Immigrant Settlement Association (MISA)**

2131 Gottingen Street  
Macdonald Building  
Halifax, NS, B3K 5Z7  
Ph: (902) 423-3607

**Multicultural Association of the Greater Moncton Area (MAGMA)**

1299A Mountain Road, Suite 2  
Moncton, NB E1C 2T9  
Ph: (506) 858-9659

**YM/YWCA**

19-25 Hazen Avenue  
Saint John, NB E2L 3G6  
Ph: (506) 646-2389 or 646-2388

**Association for New Canadians**

P.O. BOX 2031  
144 Military Road  
St John's, NFLD, A1C 5R6  
Ph: (709) 722-9680

### ONTARIO

**Hamilton Settlement and Integration Services Organization**

360 James Street North  
Lower Concourse  
Hamilton, ON L8L 1H5  
Ph: (905) 667-7476

**K-W Reception House**

101 David Street  
Kitchener, ON N2G 1Y1  
Ph: (519) 743-2113

**London Cross Cultural Learner Centre**

505 Dundas Street  
London, ON N6B 1W4  
Ph: (519) 432-1133

**Immigrant Reception and Information Services (IRIS)**

Malton Neighbourhood Services  
7200 Gorway Drive  
Mississauga, ON L4T 2T7  
Ph: (905) 672-3660

**Catholic Immigration Centre**

219 Argyle Street  
Ottawa, ON K2P 2H4  
Ph: (613) 232-9634

Reception House  
204 Boteler Street  
Ottawa, ON K1N 5A7  
Ph: (613) 789-4338

**COSTI-IIAS Immigrant Services (COSTI)**

1710 Dufferin Street  
Toronto, ON M6E 3P3  
Ph: (416) 922-6688

Reception Centre  
100 Lippincott Street  
Toronto, ON M5S 2P1  
Ph: (416) 922-6688

**Multicultural Council of Windsor and Essex County**

245 Janette Avenue  
Windsor, ON N9A 4Z2  
Ph: (519) 255-1127

## PRAIRIE/NORTHERN TERRITORIES

### **Calgary Catholic Immigration Society**

#300, 120 – 17 Avenue SW  
Calgary, AB T2S 2T2  
Ph: (403) 262-2006 or  
(403)290-5774 or (403) 298-9751

### **Catholic Social Services**

10709-105 Street  
Edmonton, AB T5H 2X3  
Ph: (780)424-3545 or (780)432-1137

### **Lethbridge Family Services**

508 – 6th Street South  
Lethbridge, AB T1J 2E2  
Ph: (403) 320-1589

### **Saamis Immigration Services Association**

Regional Resource Centre  
177, 12th Street, N.E.  
Medicine Hat, AB T1A 5T6  
Ph: (403) 504-1188

### **Moose Jaw Multicultural Council**

60 Athabasca Street, East  
Moose Jaw, SK S6H 0L2  
Ph: (306) 693-4677

### **Prince Albert Multicultural Council**

17-11TH Street, West  
Prince Albert, SK S6V 3A8  
Ph: (306) 922-0400

### **Catholic Social Services**

5104 - 48th Avenue  
Red Deer, AB T4N 3T8  
Ph: (403)347-8844 or (403)346-8818

### **Regina Open Door Society**

1855 Smith Street  
Regina, SK S4P 2N5  
Ph: (306) 352-3500

### **Saskatoon Open Door Society**

311 4th Avenue North  
Saskatoon, SK S7K 2L8  
Ph: (306) 653-4464

### **Manitoba Interfaith Immigration Council Inc.**

Welcome Place, 397 Carlton Street  
Winnipeg, MB R3B 2K9  
Ph: (204) 977-1000

## BRITISH COLUMBIA/YUKON

### **Community Airport Newcomer Network (CANN)**

280-8191 Westminster Hwy,  
Richmond, BC V6X 1A7  
Ph: (604) 270-0077

### **Immigrant Services Society (ISS)**

530 Drake Street  
Vancouver, BC V6B 2H3  
Ph: (604) 684-7498